



BS EN ISO 9001  
Cert. No: FS 29890

# NEWS RELEASE

FOR IMMEDIATE RELEASE:

FOR MORE INFORMATION CONTACT:

Richard A. Thompson, President & CEO  
Steve Delmar, Executive Vice President  
(301) 428-9100

## MICROLOG LAUNCHES uniQue AGENT™ — THE FIRST PRODUCT OFFERING FROM THE uniQue FAMILY OF CONTACT CENTER SOLUTIONS

New York, NY, September 23, 1998 — MICROLOG CORPORATION (NASDAQ: MLOG) announced this morning at the CT Demo & Expo show the introduction of uniQue Agent, the first of many offerings for customer contact centers from the uniQue™ family of open solutions. uniQue Agent incorporates computer telephony integration and Web technology, linking the agent's desktop with the company's intranet and/or extranet and its vast information base. Contact centers can develop custom applications for the agent's desktop easily and inexpensively. In addition to announcing uniQue Agent, Microlog is offering a limited number of customer trials, and opportunities for alliance partnerships.

Re-engineering around Web technology, such as extranets and intranets, is enabling contact centers to synthesize all the existing pieces of customer information — from previous transactions and preferences, to other customer-specific details stored in legacy databases. uniQue Agent resides on a Windows® NT server and is built on Web technologies such as HTML, CGI, and Java for open cross-platform integration with other Internet technologies. Agents simply use a Java-enabled Web browser to interface with the uniQue Server, and are served a fully functional Java thin client — no additional software is required. The applications are deployed, managed, and administered 100 percent from the server. Microlog plans to integrate proprietary client agent applications from other companies with the uniQue Agent to enable a wide range of critical contact center functions, including applications initiation and coordinated voice and data transfer.

In addition to the benefits noted above, Microlog's uniQue Agent provides: 1) network computing capability — the network is the system — agents can interact with the system over their LAN or WAN; 2) that any machine on the network can interact with the system using only a thin client; 3) remote administration with real-time observation of call progress and statistics of calls independent of the location of the agent or administrator; 4) system administrators with the capability to easily add more agents and monitor multiple sites; 5) software designed to operate in conjunction with Microlog's interactive communications platform, Intelra™, or other existing Interactive Voice Response (IVR) systems; and 6) an open architecture to support a variety of existing CTI servers and host data systems.

Microlog's first implementation of uniQue Agent supports Dialogic's CT Connect™. Dialogic was selected in large part because of their commitment to open systems and standards. "Dialogic and Microlog have a long and successful history of providing interactive communications solutions to a broad range of customers domestically and internationally," stated Howard Bubb, President, Dialogic Corporation. "We are excited about the launch of Microlog's uniQue Agent, and consider it a real winner for both companies. This is one of the early adopter implementations of open Java client technology integrated with CT Connect that we've seen," added Bubb.

John Mears, Microlog's Senior Vice President of Product Development stated, "Microlog is committed to teaming with customers and business partners to facilitate the transition from traditional call centers to full customer contact centers. uniQue Agent is the first layer of the foundation that we are constructing to do this. Our open approach allows customers to effectively manage the new media technologies while preserving existing investments in legacy systems. All this ultimately benefits our customers' customers — through improved responsiveness, satisfaction, and retention."

Headquartered in Germantown, Maryland, with European headquarters in The Netherlands, Microlog Corporation designs, develops, markets, and supports a complete family of interactive communications systems and application solutions that improve customer service and increase productivity, while reducing costs. The Company's products find wide application in retail, government, health care, utility, media/entertainment, transportation, and many other markets, with over 14,500 installations delivered worldwide. Microlog's interactive communications products are sold through its direct sales force as well as through distributors, original equipment manufacturers, and value added resellers. Microlog is certified ISO 9001, meeting the highest international standard for quality assurance. For more information, please visit the Microlog home page on the World Wide Web at <http://www.mlog.com>.

###

20270 Goldenrod Lane • Germantown, MD 20876 • Tel. 301.428.9100 • FAX 301.540.5557